

STREAMLINE

Spring 2019

Using
Innovative
Methods to
Revegetate
the Site

Teaming for
Technological
Advancements

Standardizing
the Required
Reading
Program Across
Hanford



◀ Teamster, Richard Harshberger performing snow removal at a facility in the 200 East Area.

ESSENTIAL EMPLOYEES

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MSA GOALS

Mission Support Alliance

VPP STAR STATUS



Through diligence and dedication of ALL employees, MSA has a strong safety culture. MSA will continue to increase awareness of ongoing opportunities for safety improvement initiatives.

DELIVER ON COMMITMENTS



MSA recognizes excellence in customer service is key to our success. MSA strives to listen to our customers, partner with them and respond with agility and purpose to meet their needs.

SITEWIDE INTEGRATION



MSA employees proudly serve DOE and partner with contractors in our Hanford Site integrator role. Through efficient service delivery, forecasting of cross-contractor needs, alignment and prioritization of resources and resolution for emerging site needs – we support and enable the cleanup mission.

EMPLOYEE ENGAGEMENT



MSA strives to create compensation and employee engagement programs that foster the GROWTH of MSA as individuals. Our goals include ensuring that employees are valued and receive recognition for the quality of work they do.

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Right solution.
Right time.
Right value.

At MSA, we are committed to providing innovative solutions that fit the needs of our customers. We work closely with the DOE and Hanford contractors to determine timing and value, ensuring that Hanford cleanup continues to progress.



STREAMLINE is published by Mission Support Alliance Communications and highlights company business and employee contributions.

Readers are invited to share news events, including volunteer activities, individual achievements and program accomplishments.

Please email your suggestions and specific news items for consideration to:
MSACSo@rl.gov or call (509) 376-0469.

SAFETY FIRST

VPP Updates

With the upcoming contract change, it is important that each member of our MSA family remains safe and focused on the job. While a contract change brings a degree of uncertainty, MSA has built a solid foundation of trust, best practices and safety culture that our employees will carry into the next contract.

MSA employees should focus on the solid safety foundation that has been created and reinforced over the last several years. Established safety processes and programs build a strong MSA safety culture and protect workers and the

environment during work activities. A strong reliance on these work control systems, along with an acute awareness of the hazard controls that protect workers, give you the tools to navigate distractions and ultimately perform work safely.

The Voluntary Protection Program (VPP) STAR flags that fly over our worksites are a constant reminder that MSA workers and management take safety seriously and make it a priority.



Safety Awards | January – March

Presidents' Lifesaving Award

Travis Disbrow and **Christopher Ranger** with the Hanford Fire Department were awarded the Presidents' Life Saving Award at the March PZAC meeting for being true heroes on and off the work site. While off duty, Travis and Christopher lead the rescue of two co-workers stranded in blizzard-like conditions. The weather was so extreme, one of the stranded individuals' vehicles was filled with snow by the time the rescue team arrived. Although cold and scared, both individuals made it home safely thanks to Travis and Christopher.



personnel to ensure the crash site was cleaned and free of debris the day following the incident, knowing that the individual had family that worked on the Hanford Site and would be traveling this same route home.



Chano Cuello with Asset Control was awarded the Safety Honor Roll Award for preventing an intoxicated person from driving. While Chano and his wife were having dinner, Chano noticed an intoxicated man getting into his vehicle to drive. Chano convinced the man to give him his keys,

helped him out of his truck to a bench outside the restaurant and called him a taxi.



Safety Honor Roll Award

Jaryd Schroeder with Workstation Maintenance was awarded the Safety Honor Roll Award at the March PZAC for going above and beyond, following a fatal motorcycle accident on site. Jaryd was nominated by WRPS employee and mother of the person

who was fatally injured that night. Jaryd personally took it upon himself to contact management and the appropriate

Judi Mirisciotta with Imaging was awarded the Safety Honor Roll Award for assisting a coworker who was experiencing health concerns. Judi noticed that her coworker wasn't her usual self, so she drove her to the hospital where they were met by their manager. Judi stayed with the coworker until family arrived.



Lessons Learned

Lessons learned and other operating experiences, including *good practices*, *safety alerts* and *product recalls* can be found on the OPEXSHARE website.



To stay informed, register for an account by going to opexshare.doe.gov. Become a subscriber and receive instant notifications when new content is published.

To view recent articles, including those below, go to the website and click on the *Most Recent* link.

- **Insulation Materials Look the Same But Have Different Hazards**
- **Improved Safety in Electrical Engineering Designs**
- **First Aid Injury Highlights the Importance of Hierarchy of Controls**

PZAC/All-Chair ZAC Calendar

The Presidents' Zero Accident Council (PZAC) and the All-chair ZAC meetings are held at various locations on site each month. PZAC is open to all employees and the All-chair ZAC meetings are open to all EZAC chairs and co-chairs. Be sure to check your Outlook notice for specific times and locations or contact Terri Martinez for meeting details or questions.

June							July							August						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
						1		1	2	3	4	5	6					1	2	3
2	3	4	5	6	7	8	7	8	9	10	11	12	13		4	5	6	7	8	9
9	10	11	12	13	14	15	14	15	16	17	18	19	20		11	12	13	14	15	16
16	17	18	19	20	21	22	21	22	23	24	25	26	27		18	19	20	21	22	23
23	24	25	26	27	28	29	28	29	30	31					25	26	27	28	29	30

○ = All-Chair ZAC □ = PZAC

All-Chair ZAC	PZAC
June 11	June 20
July 9	July 18
August 13	August 15

Note: PZAC meetings are typically scheduled on the third Thursday of each month; however are subject to change.

DID YOU KNOW?

June is National Safety Month

MSA and Hanford workers make safety a priority every day due to the hazardous work being performed on site. June is National Safety Month, so kick safety up a notch by doing one or more of the following:

- Do extra research or share a personal story for your Monday morning safety start.
- As you work or walk through your building, perform an informal safety inspection.
- Attend a ZAC All Chair or PZAC meeting if you are not a regular attendee.
- Volunteer to be an EZAC chairperson or provide a safety topic for your safety meeting.
- Invite your family to join you on a safety inspection of your home and property.
- Volunteer to conduct an inspection in your community or social organization.

Although June is National Safety Month, be vigilant every day about safety both at work and at home.





During our recent all employee meetings, Mike Wilson reminded us that every day we do many tasks that, when done without focus or done while distracted, could result in someone getting hurt. This rings true with all of us, every day, but seems especially important right now.

While the Department of Energy has granted us a six-month extension, there's still a lot we don't know. We don't know when any of the new contracts will be announced and we don't know who will win those contracts. I know this can cause stress and be a distraction to our workforce, but it's imperative that we continue to do our jobs safely and diligently. Between now and November – and beyond – we should all continue to safely execute One Hanford Mission.

Another item we discussed at the all employee meetings is the additional focus on ethics and compliance at MSA. Hanford, like many government contracts, has been under increased scrutiny. We live in a different environment – one where many people believe that both workers and companies are operating fraudulently. What some often forget is that we are also taxpayers and want Hanford dollars spent wisely and efficiently. However, it's up to each of us to change that perception and to show that our business practices are ethical and of the highest standard. This means that if any of us have questions or are aware of questionable practices, it's our responsibility to speak up.

If you have a question or a concern about contracts, safety, ethics, or anything related to MSA and work at the Hanford Site, please talk to your manager, Amy or myself. As the MSA family, remember that we are all in this together. ■



Bob Wilkinson
President

STREAMLINE

SPRING 2019 EDITION



Jim Whalley and Maureen Gore teamed up to present a leadership course, Communicating With Impact, to employees from MSA and CHPRC who are looking to enhance their peer-to-peer communication skills.

Central Training Partners with Human Resources to offer Professional Development Training

MSA Central Training, in partnership with Human Resources, successfully rolled out a series of professional development courses offered through Development Dimensions International.

DDI has five decades of experience giving leaders the skills they need to excel. From behavior-based interviewing to award-winning leadership programs, the courses offer a unique perspective on communication and leadership concepts that have been constantly evolving through the years.

DDI Instructor Certification Training was provided to a select group of individuals with experience in leadership

"I have taught professional development courses for over 20 years, and the DDI principles are my favorite by far."

**JIM WHALLEY,
DDI TRAINING LEAD**

development. Once certified, they are qualified to teach the classes to MSA and other contractors.

Jim Whalley, DDI training lead said, "All of the courses are centered around a set of 'Interaction Essentials' that make the material easy to follow no matter which of the courses you attend."

Central Training purchased several courses that fit a number of professional development needs. Communicating for Leadership Success and Communicating with Impact are courses that have been attended by over 250 students, and new course dates continue to fill quickly.

Other courses to be offered soon include Resolving Workplace Conflict, Building and Sustaining Trust, High Impact Feedback, and additional courses on coaching and maximizing team performance.

Contact Jim Whalley or your training coordinator for a full list of available courses. ■



Hanford Patrol did not let freezing temperatures stop them from taking the plunge in the Columbia River to support a great cause!

Plunging for a Cause

In January, Hanford Patrol and their family members happily braved the icy water of the Columbia River to show support for the Polar Plunge, part of Special Olympics Washington. These men and women were the top law enforcement fundraising team. Collectively, the team raised nearly \$2,400 for Special Olympics Washington. Dan Irish, part of Hanford Patrol and the Southeast Regional Coordinator for the Law Enforcement Torch Run (part of Special Olympics) said, "I'm so thankful for all the support I've received from Patrol and our management."

Special Olympics Washington announced big news for the area at the Polar Plunge. The Fall Special Olympics State games are coming to the Tri-Cities. ■

Re-Purposing Railroad Ties

MSA employees continue to seek ways to reduce our environmental impact on the Hanford Site. Recent infrastructure projects involving railroad crossings created opportunities for our Environmental Integration Services and Project Services teams to re-purpose railroad ties that otherwise might have been disposed of. With infrastructure projects on the rise, these groups began looking at how to reduce waste streams, and one method is proving successful. MSA now uses railroad ties to provide protective buffers around revegetated project or habitat restoration areas.

Habitat restoration areas are essential resources at Hanford that require preservation and minimization of negative impacts from outside factors. Sometimes lack of clear delineation around these areas has resulted in disturbances, especially if the area is within an industrial land-use area or adjacent to a high traffic corridor. Using railroad ties to clearly mark revegetated and habitat restoration areas will help reduce negative impacts to these fragile and developing habitats.



Dave Shaw (left) with Environmental Integration Services and Kent LaRiviere (right) with Reliability Projects, guide Garrett Walker with subcontractor Watts Construction as he places a repurposed railroad tie to protect sensitive areas from disturbances.

Already, MSA has reused 171 railroad ties, totaling approximately 34,200 pounds of material that will not become waste. MSA crews will continue to track existing stockpiles of railroad ties around the site and look for landfill diversion opportunities. ■

Move Kaizen Sets the Bar for Excellence in Operations

A recent two-day kaizen on MSA's move coordination and work management activities was a perfect example of the right people coming together to brainstorm and develop process improvements. Real Estate Services, Work Management and Maintenance Services, with the support of senior leadership, worked through the current move coordination process, eliminating over 90 percent of the steps and reducing scheduling and turnaround time by 78 percent! Within a week, the team initiated the changes and are now well on their way to an estimated annual savings of \$300,000.

"Thank you to Elizabeth Allard, Julie Toon, Rick Dahlin, Rob Ballew and Dave Kleinow for leading this effort," said Clark Stolle, director of Real Estate Services. "With an average of 450 move requests each year, this will be a huge impact to our workers and our customers."

If you haven't been involved in a kaizen with your organization or customer, you may be missing out. A kaizen,



MSA Real Estate Services and Work Management organizations planned a two-day workshop to make improvements to worksite personnel moves. The workshop resulted in reducing turn-around time by 78 percent and an estimated annual savings of more than \$300,000.

based on the Japanese word for improvement, is a workshop that focuses on finding ways to make positive changes within an organization to improve productivity, save time and reduce costs. Tracy Desmond is MSA's Operating Excellence program manager bringing this process not only to MSA, but also to DOE and contractors across the site.

For information on how you may be able to schedule a workshop or kaizen for your group, go to the Operating Excellence webpage on MSA's home page, or contact Tracy Desmond. ■

Too Many Cooks in the Kitchen? Not This Time!



MSA was excited to partner with Mid-Columbia Meals on Wheels, an organization that serves and delivers meals to seniors. We were introduced to Mid-Columbia Meals on Wheels last year during our MSA Day of Caring. We learned that without the staff members and volunteers, some seniors in our community may not receive hot, nutritious meals on a regular basis. Thirty MSA employees (and some family members) put their baking and packaging skills to the test. Together we packaged over 1,300 meals and baked over 1,500 cookies. Our volunteers left smiling and smelling like freshly baked chocolate chip cookies. ■

Margie Grant, Ginger Benecke and Karen Crawford tested their willpower as they helped bake over 1,500 cookies – not sure how everyone could have been so strong!



Jon Kon with Water & Sewer Utilities and Kendal Barrow and Amanda Lee with Emergency Management, were one of five teams of MSA volunteers that helped install smoke alarms at homes in Kennewick.

Sound the Alarm, Save a Life 2019

For the second year in a row, MSA employees came together to make things a little safer for some community members. Seventeen employees teamed up with our local American Red Cross and installed smoke alarms in central Kennewick and discussed emergency preparedness with homeowners. At residences with no one home, volunteers left door hangers with information about the free smoke alarm program sponsored by the Red Cross. Kendal Barrow with Emergency Management was one of the volunteers this year. "This was a fun and rewarding event to be a part of. Safety is part of our culture at Hanford, but many people in our community need a helping hand. Knowing that we made a difference in helping so many homes and families be safer is a great feeling," Kendal said. ■

Employees Recognized by DOE and Office of Inspector General

Meghann Simpkins and Julie Toon with MSA Real Estate Services were recognized in March by the Office of Inspector General and DOE for their excellence in coordinating and scheduling resources during the recent expansion and renovation of OIG office space.

In addition, several groups within MSA provided critical support for the expansion, which was safely completed in a short timeframe. Thank you to Acquisition Management, Computer Aided Drafting/Design, Contracts, Crane & Rigging, IT Infrastructure Services, IT Engineering, Maintenance Services, Physical Security, Real Estate Services and Teamsters. ■



Office of the Inspector General officials recognized Richland Operations Office and contractor staff for their work in obtaining additional building space for the IG's team and for coordinating renovations throughout the process. L to R: Shawn Dionida (local IG office), Julie Toon (Mission Support Alliance), Meghann Simpkins (Mission Support Alliance), Rhonda Baker (RL), Mike Elsen (RL), James Gagnon (RL), Debbie Thomas (local IG office), and John Dupuy (IG headquarters).



Engaging Future Generations

As a work planner with Electrical Utilities, Nathaniel Pearson knows firsthand the importance of science, technology, engineering and mathematics education. In January, Nathaniel teamed with the STEM Education Foundation to mentor 7th graders at Chief Joseph Middle School. He gave an engaging and fun presentation on electricity and talked to the students about the importance of STEM. "I really enjoyed this opportunity," said Nathaniel. "The students were excited to learn, and it was fun to share some of my knowledge and enthusiasm with them." ■

Using Innovative Methods to Revegetate the Site

When it comes to revegetation, MSA employees are changing the landscape by using innovative techniques and thinking outside the box. Long-term Stewardship will monitor approximately 220 square miles of the site, mostly along the river corridor, for a minimum of five years to determine if revegetation goals are being met. Historically, failing locations were cleared and again revegetated.

Routine monitoring in 2017 identified locations where the plants were not thriving. Long-term Stewardship, and Ecological Monitoring and Environmental Surveillance groups worked together to develop an innovative and integrated approach to revegetate the areas.

“With more than 140 acres that were not meeting the success criteria, we decided to take a closer look at how we could increase the chances of success,” stated April Johnson with Ecological Monitoring and Environmental Surveillance.

The groups took into consideration the different landscapes and site conditions to determine which plants, shrubs and grasses were thriving in certain areas. They considered soil conditions and determined what mixture of seeds might increase survival rates of certain species. They also studied results from a Hanford Site pollinator study.



Richard Roos, with Biological Controls, weighs and mixes seeds for revegetation efforts.

Armed with this knowledge, MSA implemented supplemental planting in-lieu of full-scale revegetation for more than half of a 140-acre section to save areas of successful growth. A specially-formulated seed mix was developed by employees to encourage pollination and species diversity. In areas where wildflower populations were common, teams planted flower plugs, which are small seedlings with a few inches of growth, soil and a root structure and act as a seed source.

The goal of these new approaches is to improve the sustainability of these habitats at Hanford. MSA will closely monitor the results over the next few years to determine success rates and refine future efforts. ■

A sagebrush seedling is shown in a recently revegetated area on the Hanford Site. Straw covers the ground around it to help trap moisture that will nourish seedlings and seeds and encourage growth.



Right solution.
Right time.
Right value.

RIGHT SOLUTION

MSA provides the right solution in support of the cleanup mission – from meeting everyday needs to handling unexpected challenges.

Teaming for Technological Advancements



Ashley Ward with Information Management and Todd Synoground with Public Works are working together to bring more technology to the operations side of MSA.

A few short conversations between leaders of two MSA organizations has led to a new era of collaboration – and that teamwork will lead to critical technological advancements and increased efficiencies. Todd Synoground, vice president of Public Works, recalls chatting with Ashley Ward and Dan Gregory from Information Management. “As we talked and learned more about the work our two groups do, we realized there was a gap between our two organizations. By teaming together, we’re going to make some lasting changes at MSA and the Hanford Site.”

Public Works and Information Management are now working on projects together, using innovative technologies that will help Public Works be a more efficient and effective service provider. The teams are developing a pilot project with Microsoft to use HoloLens, an immersive, mixed-reality experience similar to a virtual reality headset. Using the technology, MSA utility workers will be able to see, hear and interact virtually with holograms of systems to assess functionality and status items. The cutting-edge HoloLens pilot will begin this spring.

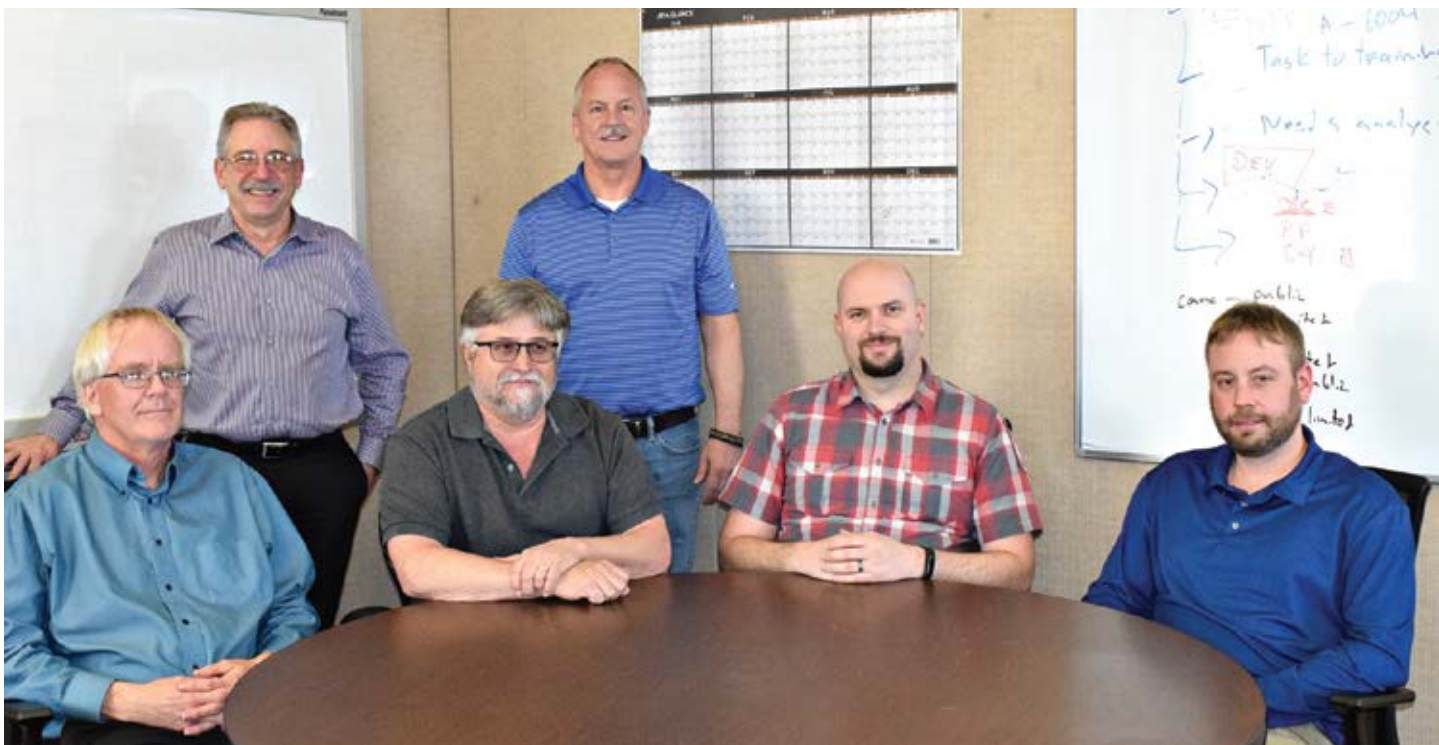
The groups are also teaming on the use of remote accessibility in the field. By increasing the Wi-Fi capability

and equipping employees and vehicles with laptops, utility operators and maintenance workers will be able to access HLAN for procedures, to write-up reports and update information while they are still in the field, saving time and giving them greater flexibility.

“We’re excited to be working with Public Works on some innovative projects. We understand the technology piece of it and they understand the operations side – we’re bringing those two worlds together to change the way we’re doing business,” stated Ashley Ward with Information Management. ■



Jon Kon (far left) with Water & Sewer Utilities gives Jason Lacher with Network & Computing Services and Dan Gregory with Information Management an overview of the water treatment facility and current technology used, with the help of Ed Lerma from Operations Management (second from right).



Standardizing the Required Reading Program Across Hanford

MSA consolidated and revamped the Hanford Site's Required Reading Program, which now manages all required reading across the Hanford Site.

The improved software application has been adopted by CHPRC, WRPS, Wastren and their subcontractors, AREVA, DOE-RL and PNNL. Most recently, DOE-ORP and Bechtel requested to incorporate the new system for their employees.

The Required Reading Program provides essential information (system changes, company policies, procedure changes) in a timely manner to ensure work is performed properly, effectively and safely. With various reading requirements for the more than 9,000 workers on site, the need for a simple way to create, maintain and store completed assignments was essential.

"By standardizing the program across the site, the maintenance of multiple required reading programs was eliminated," said Steve Metzger, vice president of Training and Conduct of Operations. "The functionality of the application also reduces the workload of required reading coordinators and automates the process of electronic record retention."

The collaboration between MSA and the other Hanford contractors has made this process seamless and led to several enhancements to the program, which has increased user compatibility. ■

(Front row, left to right) MSA's Chris Evans, John Rider, Duncan Nisbett and Dave Kucera. (Back row, left to right) Steve Metzger and Paul Gravelle all played a part in implementing the Required Reading Program used across the Hanford Site.

Procurement Staff Member Named Contributor of the Year



Megan Johnson in Procurement received the Contributor of the Year award last month for her work in 2018. Megan was nominated by her peers for her diligence and hard work creating strategic sourcing opportunities within the DOE complex. The award was bestowed by the Integrated Contracting Purchasing Team, a group comprised of multiple representatives from both National Nuclear Security Administration and Environmental Management sites. "The Executive Steering Council of the ICPT strongly agrees that Megan Johnson has provided valuable contributions and insight into making the system operate more efficiently and with enhanced utilization," said Landon Hill, ICPT chair. Congratulations to Megan for receiving this prestigious award! ■

MSA Helps Fight Child Hunger



This was Brandon Lenz and his daughter Brynn's first time volunteering at Second Harvest. By their smiles, we'd say they had a fun time!

MSA employees and their family members were excited to help at Second Harvest's Big Build event.

MSA's continued partnership with Second Harvest and their Bite2Go program is a commitment to help combat the growing number of children who are unable to learn because they are hungry. The Bite2Go program provides hundreds of weekend food kits to ensure local elementary school students will be nourished throughout the weekend and return to school ready to learn. MSA volunteers and fellow sponsors assembled 4,328 food kits in a few short hours. The warehouse was rocking with music and enthusiastic volunteers who were there to make a difference. It was a sight to see! ■



Paul and June Gravelle (along with their granddaughter Bailey Reynolds) have been big supporters of Second Harvest and jumped at the chance to help out at the Big Build event.

Hanford Patrol Graduates 24 New Recruits

Hanford Patrol recently trained and graduated 24 new federally commissioned security police officers. The Hanford Patrol Training Academy's 17-week program trains new recruits to the highest standards that meet or exceed the Criminal Justice Training Commission, Federal Law Enforcement Training Center and DOE/National Training Center standards.

Hanford Patrol's men and woman serve DOE and the Hanford Site by protecting the site's national security assets and workers. ■



Crushing Cancer

As the title sponsor of the 19th annual fundraising breakfast for the Tri-Cities Cancer Center Foundation, MSA employees came together to help crush cancer in our community. The breakfast was attended by nearly 1,000 people, who donated more than \$116,000! All money raised stays in our community to help local cancer patients and their families. Reneé Brooks with MSA Communications served as the chair of the event, and Jennifer Ollero with Operation Support Services shared the story of her own battle with cancer. MSA has been a long-time supporter of the Tri-Cities Cancer Center Foundation, and we're proud of the ongoing efforts of the MSA family investing in this important cause. ■

Nearly 40 MSA employees attended the fundraising breakfast for the Tri-Cities Cancer Foundation.

MSA Engineering Rolls Up Their Sleeves for Reliability Projects

Personnel across MSA's Engineering organization came together with an architectural and engineering subcontractor to tackle technical challenges during the design of a new 1.3 million-gallon potable water tank in the 200 West Area. The effort brought team members from Design Engineering and Project Support, Water & Sewer Utilities Engineering, Electrical Utilities Engineering, Facilities/HAMMER Engineering, Information Technology Engineering, and Computer Aided Drafting and Design together to collaborate on the design challenges associated with modifying aging infrastructure and bringing in new technology to support the long-term mission, system reliability, operability, and maintainability. The engineering team was instrumental in the success of the Reliability Projects Performance Incentive for the design. ■





Western Rodeo Bowl for JA

MSA employees donned their boots and hats for Junior Achievement at the MSA-exclusive Western Rodeo Bowl at Spare Time Lanes. MSA rounded up 46 teams and while the music played, participants bowled, bid in silent auctions and had a great time, all for a good cause. With almost \$28,000 raised, MSA will hold the title as top fundraising team! This event was a success thanks to our coordinators, team captains and everyone who bowled.

To see more photos from the event, visit the Mission Support Alliance Facebook page. ■







Getting to Know MSA Central Training

MSA's Central Training group, re-established three years ago, provides essential support and resources for facility-specific training and qualifications, as well as courses for MSA employee development. By centralizing our training resources, MSA is able to better build, manage and track the wide array of employee training necessary for the safe and quality execution of our work at Hanford.

Paul Gravelle, Central Training manager explained the difference between the training his organization provides to the sitewide-focused training offered at HAMMER. "While we do work closely together on many things, HAMMER provides craft and safety training sitewide, and MSA Central Training was formed to develop, deliver and track training specifically for MSA employees."

"This organization has made it easy for Electrical Utilities to make changes and updates to current training programs."

**RICK BOARDER,
ELECTRICAL UTILITIES**

Central Training covers a wide array of topics from the field work supervisor training and qualification program to Development Dimensions International courses for employee development, conducted in coordination with Human Resources. To schedule and track all employee training, they've established a central training coordinator group, who provides quality customer service, keeping the managers and workers informed and up-to-date on training schedules.

Central Training is well-staffed with knowledgeable instructors and support staff who can help develop computer-based training, presentation media, student handouts, and facility and equipment qualification programs. It is their goal to ensure MSA's training needs are met.

"The work they do and the materials they produce ensure our personnel are trained properly and remain safe while performing very dangerous work," said Rick Boarder with Electrical Utilities. ■

Meet the MSA Central Training team. (Back row, from left to right) Justin Lilley, Craig Smith, Paul Gravelle, Jim Whalley, Pete Wells and Don Wilson. (Front row, from left to right) Libby Butler, Pam Williamson and Cindy Stroud (not shown) Dave Kucera and Chris Holway.



Meet the Work Management Trio

It's fun to work with people who share your interests and passions. Just ask David Kleinow, Greg Williams and Nate Wilson in the Work Management group. Not only do they work together, they all coach baseball.

This trio shares a strong passion for the sport and for helping youth develop into great ball players. During the season, they sacrifice sleep and family time, but they agree, the payout is well worth it.

"Having the opportunity to work with these kids and watch them develop, but also teach them fundamentals of teamwork, commitment and hard work they can carry into adulthood is the biggest reward," said David, Work Management manager and the head coach at Grandview High School. Even with his busy schedule, he still finds time to coach a traveling Amateur Athletic Union basketball team and attend various sporting events for his own kids.

Greg is a Real Estate Services planner, and he coaches freshman baseball at Richland High School, who by the way, were State Champs in 2018. At work, Greg handles all the paperwork and planning that goes into performing HVAC or refrigeration work for the different contractors.

He sees a lot of crossover in the approaches he takes at work and with his baseball team.

Nate rounds out this lineup as a Work Management scheduler. He reignited his love for baseball and the desire to coach because of his kids. Their involvement in the sport led him to become the freshman baseball coach at Pasco High School, where his oldest plays. He's excited to grow the program and hopefully make it to districts. Others may say he became a coach at Pasco because he wanted a chance to play against Richland, the team Greg coaches. The two teams don't face each other until the end of the season when the coworker coaches will meet on the field as rivals.

At MSA, many of us take safety practices home. These three apply the safety and leadership skills used at work to their coaching. They support the Hanford mission and make a positive impact with local youth. ■

By day, Greg Williams, David Kleinow and Nate Wilson work in MSA's Work Management group. However, after hours, these three also coach high school baseball.

Using 3D Technology to Plan

MSA has been using 3D modeling software to design the new Central Plateau water treatment facility. In this approach, also known as Building Information Modeling, the designers “build” the structure and process elements in a three-dimensional space, allowing planners and users to see potential facility and utility conflicts in near real-time. This process enables interactive design reviews with the water utility operators, who will be the end users. Operators can conduct virtual walk-downs of the facility, allowing timely and efficient changes.

Dan Parr with Reliability Projects is the project manager for the water treatment facility. “With the ability to ‘remove’ the roof and look inside the facility during the design process, we’ve been able to evaluate how the operators will function in the new building and make adjustments long before construction begins. This will reduce the number of costly, last-minute changes during the construction process and ensure a better functioning facility at the end of the project.”

Design of the water treatment facility is 90 percent complete, and construction is expected to begin in late 2019. The \$10.8 million project will provide reliable water to users in the center of the Hanford Site to support operations and cleanup needs, including support of the Vit Plant when it comes on line. ■



Using 3D modeling software, the design team and end users can “see” inside of the new water treatment facility while it is still being designed.



Right solution.
Right time.
Right value.

RIGHT VALUE

MSA is dedicated to providing the best customer service, productivity and support for the right value, delivering on cost and on schedule.



Breakfast of Champions

On March 28 MSA held its 11th Breakfast of Champions recognition event, an awards ceremony that recognizes exceptional employee performance across the company. “As I call each honoree up to receive their award, it’s humbling,” said Dan Seitz, Human Resources specialist. “These people represent excellence in execution and are critical to the

mission of MSA and our customers. We couldn’t be prouder to have them as part of the MSA family.”

The event gives management an opportunity to recognize their employees while celebrating the success and achievements of employees throughout the company. ■

MSA Hosts Northwest Anthropological Conference

MSA's Cultural and Historic Resource Protection staff along with sponsors across the Pacific Northwest hosted the 72nd Annual Northwest Anthropological Conference in late March.

The theme of this year's conference was Confluence and celebrated the merging histories, identities, landscapes, theories and techniques that are used to better interpret the past. The conference attracted a mix of professional and student anthropologists and archaeologists.

Rex Buck, elder and spiritual leader of the Wanapum people, was welcomed as the keynote speaker for this year's conference.

"MSA staff played a key role on the Anthropological Conference committee, contributing to the ultimate success and increased attendance for this year's conference," said Darci Teel, deputy vice president of Environmental, Safety, Health and Quality. "Our folks worked very hard to create a quality conference, and based on the feedback we received from several of the attendees as well as our DOE customer, they have set the bar for next year's conference in Ellensburg." ■



Presenters in the "Slices of History and Culture of the Tri-Cities and the Hanford Site" session. From left to right: Warren Hurley (DOE), Margaret Clark (CHPRC), Ash Morton, Stephanie Simmons (MSA), Thomas Marceau (retired), Doug McFarland (PNNL), Robert Franklin (WSU Tri-Cities), Keith Mendez (MSA), and Mary Petrich-Guy (MSA).



Richard Evans, Central Washington outreach director, office of U.S. Senator Maria Cantwell, was paired with Jen Dawson, Richland fire fighter for IAFF Local 1052.

Fire Ops 101

In March HAMMER hosted the 14th annual Fire Ops 101, conducted by the International Association of Firefighters and the Washington State Council of Firefighters. This event provides community leaders, city officials and news reporters a glimpse of what firefighters and emergency responders go through on a daily basis. Nearly 30 participants from as far away as Montana were pushed outside their comfort zones as they went through six real-life firefighter scenarios. "The big take away we want these men and women to leave with is an understanding that these professions are time critical, highly technical and extremely labor intensive," said Ricky Walsh, IAFF 7th district president.

Special local participants included John Eschenberg, WRPS president; Richard Evans, Central Washington outreach director, Office of Senator Maria Cantwell; and Josh Lozano, deputy district director, Office of Congressman Dan Newhouse.

"Wow! HAMMER totally delivered on their slogan "training as real as it gets," said Eschenberg. The event showcased the physical, mental, and emotional demands first responders face, as well as the importance of realistic training. "We should take great comfort in the competence and capabilities of our first responders," Eschenberg stated. ■

HAMMER Trains Nearly 2,500 Workers to New Electrical Safety Standards



Trainer, Gary Lyons, assists Program Manager, Owen Peters, in demonstrating the proper donning of Arc Flash personal protective equipment for a NFPA 70E class.

HAMMER recently accomplished a significant goal in revising and delivering electrical training in a time-sensitive window. Driven by changes to 10 CFR 851, the Hanford Site was required to implement the latest version of NFPA 70E, the standard for electrical safety in the workplace.

To meet the January 2019 implementation deadline, HAMMER trained an astounding 2,494 Hanford Site workers in only 67 instructional days. This was achieved by

HAMMER's robust team of instructors and worker-trainers who possess the expertise and field experience necessary to not only deliver training, but also relate to students regarding the specific work and hazards at Hanford.

HAMMER staff revised six existing curricula and developed one new program. As part of the changes, class formats were changed to be more collaborative and focused on practical application. So far, students have provided positive feedback on the revised training and praised the hands-on activities and knowledgeable instructors. "Students learn the skills and knowledge required for their task. We [HAMMER] demonstrate how to perform the task safely. They perform the task, completing the training cycle," stated Owen Peters, HAMMER Electrical Training program manager.

The program's training development team is also adding Personal Protective Equipment demonstrations to all NFPA 70E, Battery Safety, Capacitor Safety, and Breaker Operations electrical safety courses. Demonstrations are key components to effective training and satisfying the new training requirements of NFPA 70E 2018. The newly revised material provides training that is more meaningful, efficient, and impactful, which directly translates into improved safety at Hanford. ■

Hanford Avoids Chaos with Proper Records Management

The Record Management team thought outside the box when educating employees on the importance of managing Hanford's records.

For the second time in the last few years, the team created a series of short, entertaining videos to help explain what happens if records are mismanaged and not secured. Similar to a famous insurance commercial, a character named Chaos provides a fun and energetic approach on the importance of records.

"We sat down as a team and tried to come up with an entertaining way to explain a complex subject like records management," said Marlene Oaks, MSA's Content Records Management support manager. "Over the course of our conversations, we found a local actor who could recreate the humor of those insurance commercials while getting across an important message."

Chaos' real name is Bryan McGlothin. When he's not staring as Chaos, McGlothin is a professor at Columbia Basin College.



MSA's Records Management team worked with a local actor name Bryan McGlothin to create a series of videos on the importance of managing records.

To date, MSA has successfully stored more than 20 million electronic records. ■

Essential Employees – Keeping the Lights on at Hanford



EOC Duty Officer, Terry Woodford initiates Hanford Site notifications through the Hanford.gov website, Hanford Hotline, Hanford Mobile App, and 530 AM Radio Station when imminent weather may affect roads on and near the site.

Thank you to ALL of our essential employees who braved the roads and worked during the harsh February and March winter weather.

Just when we thought spring was only a few short weeks away, we were hit with record-breaking snow and cold temperatures. Hanford received a total of 25.3 inches of snow in February, breaking the record from 1950 of 23.4 inches – with only one day in February being above normal temperatures.

More records were set in early March with another 4.4 inches of snow, breaking the 1951 record of 4.2 inches, leaving over 12 inches still on the ground.



“Driving out on site this morning, I was astonished by the good condition of the site access and interior roads and parking lots. I would like to thank the MSA crews who worked tirelessly over this period to provide the rest of us safe access into our projects today.”

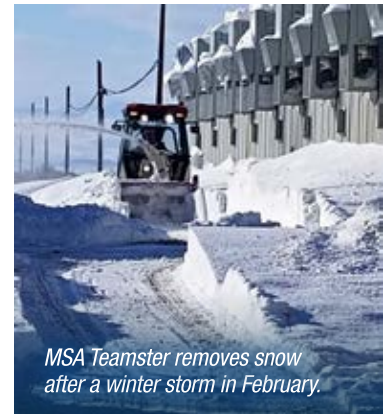
– Kent Smith, WTP Plant Manager

Essential employees fulfill many responsibilities on site, such as ensuring the roads, parking lots and walkway are maintained, keeping facilities up and running, and ensuring our paychecks go out on time. Emergency Services staff and Hanford Patrol continue to patrol the roads and are on standby to ensure the safety of those working around-the-clock.

Thank you to our Emergency Operations Center staff for relaying the road condition information to DOE to make the tough decisions about site closures and delays. “Weather and forecasts can change in a heartbeat,” said Emergency Management Program director, Donna Thelen. “Even with our resources and meteorologists working

hard to stay on top of a rapidly changing forecast, it is a difficult decision to make and everyone is doing their best to keep our workers safe.”

“It’s been a challenging winter, and our teams have done well. The coordination with EOC, Patrol, Meteorology, Fleet, and the heavy equipment operators and teamster work groups was awesome! Kudos to all!” stated Calvin Dudney, director of Motor Carrier Services. ■



MSA Teamster removes snow after a winter storm in February.



Right solution.
Right time.
Right value.

RIGHT TIME

Timing is everything. MSA is committed to delivering the best solutions at the right time.

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